

MEETING OF THE CONSUMER COUNCIL

HELD ON: 30 March 2023

Time: 12:00 pm

Location: L6 Boardroom Gardens Block, Te Whatu Ora

Present: Lorraine Guthrie (Chair), Jill Merritt (Deputy Chair), Katrina van den Broeke, Andrew Humphrey, Julie Patterson, Sina Latu, Interim Director, Administrator support.

Apologies/Lateness:

Gareth Ford, Lata Kumar, Dominique Enright, Quality and Risk Coordinator, Engagement Facilitator Mental Health and Addiction Services representative.

Karakia/Welcome – The chair welcomed everyone to the meeting. Jill opened the meeting with a Karakia.

Conflict of Interest declarations - No new conflicts

Agenda confirmation – Agenda taken as read

Confirmation of Minutes –

Minutes dated 8th December 2022 and 23rd February 2023 are yet to be confirmed by council members.

Matters Arising from the previous minutes – There is concern that the minutes taken do not reflect the meeting. Admin support and Lorraine to work together on an acceptable template.

There is a disagreement on having Te Whatu Ora staff titles, not personal names in the minutes. The council proposed that all personal names are to be placed in the present/apologies section and titles to be used for the bulk of the minutes. This is to be discussed at the next meeting.

Correspondence – In/Out Lata tabled a letter of complaint; the consumer council was all in favour of Julie contacting Lata to support a letter being sent via the hospital's formal complaints process.

Te Whatu Ora verbal update report – Interim District Director

- The medical ward has been re-established, and as of now, there is no reason to have to use overflow plans with patients in lounges.
- Refurbishments are on track with AT&R and Endoscopy Unit to be finished end of April with the Level 2 women's clinic aiming for early June.
- Dental Clinic has moved from Level 2 to Level 1, alongside Outpatients.
- There is still high pressure on Emergency Department presentations and primary services are facing similar issues currently. Winter planning is underway.
- Andrew asked if there are any outbreaks of whooping cough and measles, there is currently no concern as of yet in our region.
- Plan and response to the region regarding elective surgeries – Interim District Director confirmed we focus on our community before providing services to other regions.
- The recruitment of a geriatrician is ongoing, the clinical team is looking into alternative models of care, working with regional colleagues with links to the Canterbury geriatric service.
- Strathallan has re-opened their 20 hospital bed unit.
- Security – Friday night to Monday morning security continues, there is no planned change in the near future.
- At the next meeting, a member of the primary health team will attend to give an update on the primary health sector.
- Julie asked about the new car park behind Kensington and if this is covered by the security camera? The Interim District Director confirmed this is covered and there has been a recent update for all the security systems.

Interim District Director left the meeting at 12:45 pm

Consumer Council reports

- Lorraine has reached out to the chair of the clinical board to connect to councils.
- Delirium Project - Katrina has been in contact with the project sponsor, due to the sponsor being on leave this is on hold. Katrina is happy to get this backup and running again once the sponsor returns.
- Katrina has drafted a thank you letter for Joy and is waiting to connect with Gareth for his input.

General Business

Women's Clinic - Concern surrounding the seating in the women's clinic, there isn't suitable seating for elderly patients, suggested higher chairs with armrests.

Kahanui Survey - Council members have asked for a copy of the Kahanui Survey to be distributed with the minutes.

Terms of Reference.

Changes to be made to the current Terms of Reference to have the new logo inserted. This can be done once the new national document is released.

Quality and Risk

The Quality and Risk Coordinator has asked for two Consumer Council members to review a new feedback form.

Action: Julie and Andrew have put their hand up for this.

Mental Health

The Improvement Facilitator for mental health and addiction services and the Consumer and Whanau Engagement Facilitator from Kensington attended the meeting; providing the Consumer Council with an update on the Mental Health and Addiction Projects they have been working on and how the Consumer Council can assist these.

Action register

Date	Action	Who	Due By	Status
30/3/23	Women's Clinic to have higher chairs with arms	Interim District Director	30/4/23	
30/3/23	Terms of Reference are to be added to the next meeting agenda when distributed.	Administrator Support	General business 27/4/23	
30/3/23	Kahanui survey link to be added to the minutes	Administrator Support	Minute distribution	
30/3/23	Two Consumer Council members to review the new feedback form from the Quality and Risk Coordinator	Andrew Humphrey and Julie Patterson	Next meeting Consumer council reports	
30/3/23	Julie to contact Lata regarding the complaints process	Julie Patterson	27/4/23	
30/3/23	Katrina to get in contact with the project sponsor to discuss the Preventing Delirium Project	Katrina van den Broeke	27/4/23	
30/3/23	At the next meeting, a member of the primary health team will attend to give an update on the primary health sector.	Administrator Support	27/4/23 Te Whatu Ora verbal update report	
23/2/23	Katrina to draft a letter to Joy to show their appreciation for her work on the council.	Katrina van den Broeke and Administrator Support	Ongoing	
23/2/23	Lorraine to connect with Clinical Board.	Lorraine Guthrie	30/3/23	

8/12/22	Everyone is to learn a Karakia to bring to the meeting.	All Members	Ongoing	
8/12/22	Lorraine and administration support to work together to get the minutes in order	Lorraine Guthrie and Administrator Support	Ongoing	
8/12/22	Interim Director to provide Consumer Council with updates regarding Hospital changes	Interim District Director	Ongoing	
8/12/22	Nominate a consumer council member to connect with the project manager with the current Hospital project work.	Jill Merritt	23/2/23	
8/12/22	Quality and Risk Coordinator to connect with Ruth Kibble to provide an update on the remote patient monitoring at the next meeting	Quality and Risk Coordinator	23/2/23	Unavailable 23/3/23 Arrange for an April meeting

Meeting closed at 2:45 pm

Next meeting

Date: 27th April 2023

Time: 12:00 pm

Location: L6 Boardroom Gardens Block, Timaru